



COMMUNITY SERVICES SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of highly responsible confidential and complex administrative duties associated with monitoring and assisting in the daily operations of the Kid Zone program; to perform a variety of entry-level professional and technical work involved in the recruiting, hiring, placement, training and retention of temporary, volunteer, and/or contract staff for the Kid Zone program; to maintain the supply process for the Kid Zone program.

Supervision Received and Exercised:

Receives general supervision from supervisory and/or management staff.

May exercise functional and technical supervision over technical, clerical, temporary and volunteer staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Monitor and assist with the daily operations of the Kid Zone Program; collection of revenue through parent fees and Department of Economic Security (DES) assistance; monitor and maintain program participant's financial accounts for program sessions.
- Create payment plans, determine financial assistance or waive fees for participants; determine enrollment status for participants when non-compliant; determine and monitor eligibility of scholarship assisted participants; track and report number of participants on scholarships and DES assistance for budget review.
- Oversee the collection, completeness and accuracy of Department of Health Services (DHS) registration forms and program contracts for participants for school year, summer, and camps for the Kid Zone program; process registration forms; prepare weekly reports of class rosters, program rosters, billing notices, site attendance, and sign in/out sheets for the Kid Zone program.

CITY OF TEMPE

Community Services Specialist (continued)

- Oversee the collection, completeness and accuracy of program supply orders and inventories; process order forms; prepare site supplies and monitor records related to site supplies.
- Develop computer systems for reporting and tracking supply purchases and site orders and reporting inventory process; report school year, camp and summer supply usage for fiscal year.
- Establish, organize, and maintain filing systems for payments, registrations, DES and scholarship authorizations and DES billing; monitor and maintain participant schedule changes and updated enrollment information; monitor delinquent accounts; review custodial paperwork.
- Develop, schedule and facilitate training for site coordinators and managers on all aspects of the supply process including supply paperwork, policies and compliance with DHS requirements for site supplies and equipment.
- Develop and implement multiple site supply and materials inventory audits for DHS and program and report findings to supervisors, Site Coordinators and Program Managers.
- Recommend improvements and develop new systems, policies and procedures; create and/or revise documents to improve work unit productivity and efficiency; review and revise employee and parent handbook, warehouse forms and ordering procedures.
- Create, revise and updated Kid Zone Summer Enrichment Program site filed trip notebook, including DHS information, safety information, bus and destination schedules and signs.
- Develop and implement computer systems for reporting and tracking supply purchases and site orders; prepare reports to monitor school year, camps and summer supply orders and usage for budget preparations.
- Supervise, train, and evaluate temporary and/or volunteer Kid Zone staff.
- Handle and maintain sensitive and confidential information and records.
- Communicate with school district personnel to obtain summer bus schedules and summer school programming; disseminate information to site staff to ensure safety of children; communicate with school staff to obtain information regarding participant's current contact information and absences.
- Lead and/or assist with summer field trip planning; research age appropriate field trips; act as liaison with transportation vendor; create summer buss schedule; communicate

Page 2 of 5

Effective January 2005

Revised September 2006 (update job duties)

Revised July 2007 (update job duties)

Revised Feb 2011 (Driver's license requirement)

Revised November 2015 (title change, and add to job duties)

CITY OF TEMPE

Community Services Specialist (continued)

and correspond with area businesses to coordinate field trip activities; resolve issues/concerns regarding field trips; process payment for field trips.

- Accompany sites during field trips to evaluate conformance with Kid Zone Enrichment Program and DHS standards; communicate with vendors regarding DHS requirements.
- Communicate with internal and external customers regarding program policies; monitor and enforce compliance regarding sign in/out procedures, schedule changes, child late pick-ups, and non-payment issues; resolve complaints.
- Complete monthly DES billing; receive and review DES childcare authorizations and scholarship eligibility letters; update participant's accounts when authorizations received; maintain parent/provider agreement forms for DES compliance; communicate with DES and Child Protective Services (CPS) personnel regarding childcare authorizations and billing issues.
- Develop, implement and maintain monthly DES revenue reports by individual school and individual participant and total yearly DES revenue; process and collect DES revenue.
- Coordinate recruitment activities for temporary employees within the Kid Zone program, including composing recruitment postings; develop and distribute advertisements to various outside agencies; review and evaluate applications and selection; schedule and conduct interviews; compose and update interview questions; and perform reference checks.
- Consult with applicants regarding position availability, recruitment processes; respond to requests for information.
- Maintain Kid Zone temporary employee files and ensure compliance with DHS requirements.
- Prepare and maintain job descriptions for temporary employees for the Kid Zone program; assess positions and compensation in comparison to positions in similar programs within the valley.
- Process new hire and re-hire paperwork for temporary employees within the Kid Zone program; distribute, explain and monitor the Drug-Free Workplace paperwork during training sessions
- Analyze staffing/child ratios; determine placement of temporary staff according to qualifications, budget requirements, restrictions and National Afterschool Alliance (NAA) standards.

CITY OF TEMPE
Community Services Specialist (continued)

- Organize on-site new employee training for Kid Zone employees; schedule First Aid and CPR classes for Kid Zone employees.
- Respond to Kid Zone employee questions and complaints.
- Generate various reports; input and monitor records; ensure compliance with DHS requirements.
- Track Kid Zone employee turnover rates.
- Prepare and present training programs to employees and facilitate training sessions and workshops; ensure consistency of training with overall program needs; evaluate effectiveness and prepare report of results.
- Establish training schedules; monitor, develop, modify and coordinate program curricula for training; identify methods of delivery.
- Conduct individual employee development consultations; develop individual training/education plans.
- Compile a variety of statistical reports; tabulate data; prepare training, retention and evaluation reports.
- Research materials to remain current in the training and development field including participation in education and training programs.
- Manage the staff shirt program; work with vendors to create new staff items including Kid Zone hats, visors, Nutrition Grant shirts, aprons and children's shirts
- Create, update and maintain the Kid Zone Enrichment Program's website.
- Organize and maintain supply process for all sites including schedules for site orders, purchases, distribution and warehouse restocking.
- Ensure supplies purchased through the Nutrition Grant meet grant requirements for use at the Title One elementary schools within the City of Tempe.
- Purchase supplies from vendors according to City procurement rules and policies; receive orders and verify for completeness and accuracy; deliver orders to sites monthly.

CITY OF TEMPE

Community Services Specialist (continued)

- Manage the Hansen Information Technology database including order input, transfers, tracking, supply issuance and compile restocking information.
- Pay for site supply purchases using City credit card or requisition process.
- Maintain records for each site to show supply purchases, patterns and use; monitor and maintain site supply budgets.
- Oversee the AM phone for staff absences, place staff according to licensing ratios, record information for payroll
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Two years of paraprofessional experience administering community education, recreation or social services programs.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, education, family studies, business, or a related field according to the requirements of assigned area.

Licenses/Certifications:

Must possess and maintain a valid driver's license.

Examples of Physical/Mental Activities:

(Pending)

Competencies:

<http://www.tempe.gov/home/showdocument?id=26274>

Job Code: 185

Status: Exempt/ Classified